

# CUSTOMER PRIVACY AND SECURITY AT 3X4 GENETICS

LAST UPDATED: July 18, 2024

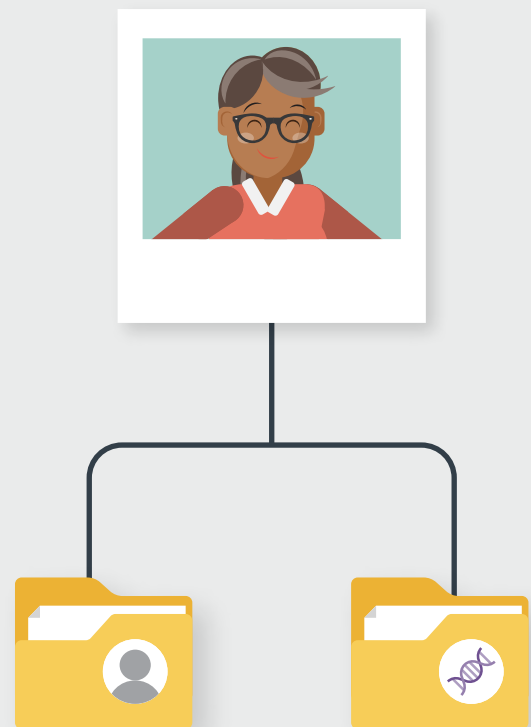
## Your Privacy, Our Priority

At 3X4 Genetics and GENEFIT, we understand the critical importance of protecting your health and genetic data. This document outlines the measures we implement to ensure the safety and privacy of your personal, genetic, and health information.



## Separation of Personal and Genetic Data

To enhance data security, we separate personal information (e.g., names, contact details, demographic information) from genetic data. We use Amazon Web Services (AWS) for secure cloud storage, keeping these datasets on separate servers. This minimizes the risk of unintended disclosure by keeping personal and genetic information unassociated unless accessed by an authorized and authenticated user via the 3X4 Genetics platform or GENEFIT app.



## Restricted Access to Personal Information



Access to personal information is controlled and logged. A limited number of 3X4 staff members are granted access, and solely for tasks that require it. Our systems and policies follow industry best practices for password security.

## Encryption at Rest

All stored data is encrypted at rest, meaning that it is unreadable to unauthorized individuals, even if physical drives are stolen from our data centers. Data is automatically decrypted by our systems only when necessary.



## Encryption in Transit

We encrypt all data during transit between systems. This includes secure data transfers from the lab to our genetic data system and the transmission of genetic data when generating reports. Our team employs encrypted transmission technologies to protect sensitive information during support processes.



## Privacy & Security Policies and Training

We prioritize privacy and security in all our operations. Our systems and policies are regularly reviewed and updated to incorporate the latest best practices and compliance requirements. Continuous training ensures our team is well-versed in privacy and security protocols, from securely accessing and sharing personal information to maintaining device security and recognizing phishing attempts.

Your trust is paramount to us, and we are committed to safeguarding your data with the highest standards of security and privacy.

You can read more at [3X4genetics.com/privacy-policy](https://3X4genetics.com/privacy-policy) and reach out to us at [info@3X4genetics.com](mailto:info@3X4genetics.com) if you have any questions.